

Call Forwarding To Multiple Locations (6002)

This capability allows a subscriber/user to selectively redirect calls arriving at his/her station set to two (and sometimes more than two) different answering points including multiple messaging services based on specific call situations.

Generic Name of ONA Service	Product Name	BSE or CNS
Call Forwarding To Multiple Locations	PB - Dual Telephone Coverage	CNS

References: Not available.

This service, if offered as a BSE, is associated with the Circuit Switched Line type basic serving arrangement.

CFDA To DID Intraswitch (8022)

Call Forwarding Don't Answer to DID Intraswitch allows calls to be forwarded to a DID number served from the same central office as the forwarded call when the called number fails to answer. This service is associated with DID service in 1A ESS central office switches and allows the DID trunk to receive calls forwarded on a Don't Answer basis from lines equipped with Call Forwarding Don't Answer. The called number and the forwarded-to number must be in the same central office switch.

Generic Name of ONA Service	Product Name	BSE or CNS
CFDA To DID Intraswitch	BS - CFDA	CNS *
	Qwest - Expanded Answer	CNS

References: not available.

* This capability is inherent in certain 1A ESS central office switches.

Call Queuing (8058)

Call Queuing is a network-based queuing service that allows subscribers to offer callers to their business the option to stay on the line, in queue, to speak with a live person rather than reaching a busy signal or being asked to leave a message. Call Queuing does not require any special equipment (CPE) or additional lines for callers in queue. Calls in queue will be stored on the telephone company Advanced Intelligent Network (AIN).

Generic Name of ONA Service	Product Name	BSE or CNS
Call Queuing	Qwest – Qwest Call Queuing	CNS

The service will be available in AIN local calling areas for many Lucent 1A ESS, Lucent 5ESS, and Nortel DMS 100 switches. The service does not work at this time with PBX DID lines, ISDN, Call Waiting, or Custom Ringing and 1A ESS ported numbers (LNP). It is not available to Radio Contest Lines.

Numeric Caller ID, when available, is passed on out-call notification of calls entering queue to a pager, cell phone or additional line. This is an optional feature and requires customer provided equipment.

The basic service includes two queue slots. One call can be stored in queue for each queue slot. An additional unit of two more queue slots may be added if the subscriber wishes to expand the service. There is a limit of 98 queue slots per service. Please refer to local tariffs for more specific information on availability details.

References: not available.

Call Transfer On DID (3002,4026,8034)

This capability allows an ESP with Direct Inward Dial (DID) trunks to add another party to an established incoming call, to perform a three way conference. After establishing the conference, the ESP may drop from the connection without disconnecting the remaining two parties. This action allows the ESP to transfer specific calls and free the ESP's line to receive another call.

Generic Name of ONA Service	Product Name	BSE or CNS
Call Transfer On DID	BA - 2-Way DID & Call Transfer	BSE
	BS - User Transfer On DID	BSE
	Qwest - DID 2-Way Call Transfer	BSE

1. This feature is available in the following central office switches:

Switch Type	1A ESS	5ESS
Earliest Generic Release	1AE8A	5E2

2. The DID trunk must be 2-way with E&M signaling.
3. In the 5ESS central office switches, the DID trunk must have DTMF capabilities.

This service, if offered as a BSE, is associated with the Circuit Switched Trunk basic serving arrangement.

Call Waiting (2005,3017,4018,5005)

The Call Waiting (CW) feature informs a busy station user, by a burst of tone, that another call is waiting. The busy station user may hang up and answer the second call or can place the original call on hold and answer the second call.

Generic Name of ONA Service	Product Name	BSE or CNS
Call Waiting	AM - Call Waiting	CNS
	BA - Call Waiting	CNS
	BS - Call Waiting	CNS
	NX - Call Waiting	CNS
	PB - Call Waiting	CNS
	Qwest - Call Waiting	CNS

FEATURE OPERATION:

An incoming call to a busy line with CW receives audible ringing. The line with Call Waiting receives a CW tone that is repeated once about 10 seconds after the initial burst of tone.

The line with CW may respond to the CW tone in one of three ways. The called party may disconnect from the existing call. The telephone will then be rung and, if answered, the called party will be connected to the waiting call. The second alternative allows the line with Call Waiting to flash the switch-hook (.75 to 1.5 seconds) and, thereby, place the original call on hold and connect to the incoming call. The party with CW may alternate between calls by flashing the switch-hook. The third alternative is not to respond to the CW tone.

TECHNOLOGICAL AND FEATURE INTERACTION CONSIDERATIONS:

1. This feature is available in the following central office switches:

Switch Type	1A ESS	5ESS	DMS-100
Earliest Generic Release	IAE8	5E2	BCS17

2. If a line has Call Forwarding Busy Line (CFBL) and CW, the CW service normally takes precedence.
3. Given that a line has both CFBL and CW and is in the talk state, the first call attempting to terminate is treated as a CW call. Subsequent termination attempts are call forwarded.

4. On a line with both a make-busy key and CW, make-busy key takes precedence when the key is activated.

5. References:

- GR-571 LSSGR: Call Waiting FSD 01-02-1201 (A Module of LSSGR, FR-64), Issue 1, June 2000, (replaces TR-TSY-000571 Issue 1 & Revision 1 – no technical changes).
- GR-573 LSSGR: Business Group Call Waiting FSD 01-02-1205 (A Module of LSSGR, FR-64), Issue 1, June 2000 (replaces TR-TSY-000573 Issue 1 – no technical changes).
- GR-219 LSSGR: CLASSSM Feature: Distinctive Ringing/Call Waiting, FSD 01-01-1110 (A Module of LSSGR, FR-64), Issue 2, April 2002 (replaces TR-TSY-000219 Issue 2 & Revision 1 & Bulletin 2 & GR-219 Issue 1).

This service, if offered as a BSE, is associated with the Circuit Switched Line basic serving arrangement.

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Calling Name Delivery (8045)

Calling Name Delivery, available to ISDN PRI subscribers, allows for the delivery of the calling party's name, as well as the calling party's number. The customer must have customer premises equipment (CPE) that will display the calling name.

Generic Name of ONA Service	Product Name	BSE or CNS
Calling Name Delivery	Qwest – Calling Name Delivery	BSE

References: not available.

Calling Name Identification (8049)

Calling Name Identification (CNI) is available to ISDN BRI subscribers. It displays the name and number of the calling party on the called party's ISDN terminal at the time of the incoming call. The name information includes up to 15 name characters, a private indication, or an unavailable indication. If the calling party number is unavailable, then the calling party name is also unavailable.

Generic Name of ONA Service	Product Name	BSE or CNS
Calling Name Identification	Qwest – Calling Name Identification	CNS

References: not available.

Dial Call Waiting (8030)

Dial Call Waiting, when used in conjunction with the Distinctive Alert feature, will allow a subscriber (for example, an Enhanced Service Provider) to invoke a distinctive ring or call waiting tone on another line. The feature is initiated by dialing an access code in the form of *XX and the telephone number of the line to be called. For this feature to work, the called line must be equipped with the Distinctive Alert feature. If the line is idle, a distinctive ring will be applied. If the line is busy, the called party will receive a call waiting tone.

Both the line equipped with Dial Call Waiting and the line equipped with Distinctive Alert must be in the same central office switch. Other technical considerations also apply.

Generic Name of ONA Service	Product Name	BSE or CNS
Dial Call Waiting	Qwest - Dial Call Waiting	BSE

This feature is available in the following central office switches:

Switch Type	5ESS
Earliest Generic Release	5E2

This service, if offered as a BSE, is associated with the Circuit Switched Line basic serving arrangement.

Dialed Number Identification via INWATS to DID (4011,5015)

Dialed Number Identification Service on 800 Service (also known as INWATS Directed to DID trunks), is a service for use in conjunction with an ESP's voice grade trunk (DID) circuit switched basic serving arrangement. Incoming 800 Service calls are terminated over DID trunks, thereby indicating the 800 number that was dialed by the calling party. The ESP knows the station number associated with each 800 number so when it receives the station number over the DID trunk it can identify the 800 number called. [Note: 888, 877, 866, and 855 are now equivalent to 800.]

Generic Name of ONA Service	Product Name	BSE or CNS
Dialed Number Identification Via INWATS to DID *	BS - 800 Service to DID Service	BSE or CNS
	NX - DNIS On 800	BSE

References: not available

This service, if offered as a BSE, is associated with the Circuit Switched Trunk serving arrangement.

*

Qwest withdrew their offering for this service in the 5/19/89 ONA Plan Amendments.

DID Load Across Wire Centers (5011)

This capability enables an ESP with multiple wire centers to provision the same Direct Inward Dialing (DID) numbers at duplicate wire centers. The DID number will reside at the normal serving wire center. The wire centers must be connected by 1.544 Mbps interoffice facilities.

Generic Name of ONA Service	Product Name	BSE or CNS
DID Load Across Wire Centers	NX - DID/DOD Disaster Recovery Service	BSE or CNS

FEATURE OPERATION:

This feature is activated in the event of a failure in the loop between the normal wire center and the customer premises. Incoming calls to lines connected to the normal wire center will be rerouted over the 1.544 Mbps interoffice trunks to the alternate wire center for completion. PBX customers obtain DID service from their normal serving wire center and an alternate wire center designated by the telephone company. DID service from the normal wire center and the alternate wire center will share an NXX that will reside at the normal wire center.

TECHNOLOGICAL AND FEATURE INTERACTION CONSIDERATIONS:

1. This feature is available in the following central office switches:

Switch Type	5ESS	DMS-100
Earliest Generic Release	5E2	BCS27

2. Outgoing calls from the alternate wire center will not be affected. Lines connected to the normal wire center will be out of service.

Directed Call Pickup With Barge-In (8033)

Directed Call Pickup With Barge-In allows a subscriber to pick up a call which has been answered or is ringing on another line. This feature is initiated by dialing an access code in the form of *XX and the telephone number of the line to be picked up. If the line to be picked up is in the ringing state, a connection is established between the line originating Directed Call Pickup With Barge-In and the line that originated the incoming call. If the line to be picked up has answered the incoming call, a three way connection is established between the line initiating the pickup, the originating line and the called line.

Both the line originating the pick up and the line to be picked up must be equipped with the service and must be in the same central office switch. Other technical considerations also apply.

Generic Name of ONA Service	Product Name	BSE or CNS
Directed Call Pickup With Barge-In	Qwest - Directed Call Pickup With Barge-In	BSE

This feature is available in the following central office switches:

Switch Type	5ESS
Earliest Generic Release	5E2

Reference:

- GR-590 LSSGR: Call Pickup Features FSD 01-02-2800 (A Module of LSSGR, FR-64), Issue 1, June 2000 (replaces TR-TSY-000590 Issue 1 – no technical changes).

This service, if offered as a BSE, is associated with the Circuit Switched Line basic serving arrangement.

Directed Call Pickup Without Barge-In (8032)

Directed Call Pickup Without Barge-In allows a subscriber to pick up a call which is ringing on another line. This feature is initiated by dialing an access code in the form of *XX and the telephone number of the line to be picked up. If the line to be picked up is in the ringing state, a connection is established between the line originating Directed Call Pickup Without Barge-In and the line that originated the incoming call. If the line to be picked up has answered the incoming call, busy tone is returned to the line that originated the Directed Call Pickup Without Barge-In feature.

Both the line originating the pick up and the line to be picked up must be equipped with the service and must be in the same central office switch. Other technical considerations also apply.

Generic Name of ONA Service	Product Name	BSE or CNS
Directed Call Pickup Without Barge-In	Qwest - Directed Call Pickup Without Barge-In	BSE

This feature is available in the following central office switches:

Switch Type	5ESS
Earliest Generic Release	5E2

Reference:

- GR-590 LSSGR: Call Pickup Features FSD 01-02-2800 (A Module of LSSGR, FR-64), Issue 1, June 2000 (replaces TR-TSY-000590 Issue 1 – no technical changes).

This service, if offered as a BSE, is associated with the Circuit Switched Line basic serving arrangement.

Distinctive Alert (8031)

Distinctive Alert, when used in conjunction with the Dial Call Waiting feature, will allow a subscriber (for example, an Enhanced Service Provider's client) to be notified of certain incoming calls. When called from a line equipped with the Dial Call Waiting feature, a distinctive ring will be provided if the line is idle and a call waiting tone will be heard if the line is busy.

Both the line equipped with Distinctive Alert and the line equipped with Dial Call Waiting must be in the same central office switch. Other technical considerations also apply.

Generic Name of ONA Service	Product Name	BSE or CNS
Distinctive Alert	Qwest - Distinctive Alert	BSE

This feature is available in the following central office switches:

Switch Type	5ESS
Earliest Generic Release	5E2

This service, if offered as a BSE, is associated with the Circuit Switched Line basic serving arrangement.

Easy Access (8054)

Easy Access is an AIN service that provides customers with the ability to press *98 and automatically connect to another predetermined telephone number. The predetermined number must be provided at the time the service is installed, and can only be changed through the issuance of a service order.

Easy Access is specifically designed to work with switches on the SS7 network that supports AIN 0.1. The service will not be capable of working with non-AIN switches or switches not on the SS7 Network.

Generic Name of ONA Service	Product Name	BSE or CNS
Easy Access	Qwest – Easy Access	CNS

This feature is available in the following central office switches, with generics that support AIN 0.1 capability: Lucent 5ESS, Lucent 1A ESS, and Nortel DMS-100/200. Easy Access is also not compatible with certain types of complex services. Please refer to the appropriate tariff for further details.

References: not available.

Monthly Call Detail Recording (4023)

This capability is an arrangement to provide a customer with a monthly record of terminating calls to a specific customer number. The customer is provided with call detail information such as: calling telephone number, the customer-specified number, date, time of day and call duration.

Generic Name of ONA Service	Product Name	BSE or CNS
Monthly Call Detail Recording	BS - Call Detail Information	BSE

FEATURE OPERATION:

The customer subscribes to a service utilizing a unique NXX code. The unique NXX code is used to route calls for that NXX to the TOPS switch for recording. The billing process separates the recorded messages by line number and prepares a magnetic tape for each customer requesting a detailed record of the calls to his number.

TECHNOLOGICAL AND FEATURE INTERACTION CONSIDERATIONS:

1. Call detail includes the customer's number, the originating number, date, time of day and call duration.
2. Data is provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the LEC's accounting center furnishing the tape.
3. A magnetic tape will be provided by the LEC on each occasion that the call information is furnished to the customer. The tape becomes the property of the customer and may not be returned to the LEC for reuse.
4. References:
 - None

Multiplexing - T1 Transport - 1.544 Mbps - Line Side (8024)

This provides the ESP with a digital 1.544 Mbps facility at their premises that is then available to provide for 24 Line Circuit Switched Basic Serving Arrangements. The interface is capable of transmitting electrical signals at a nominal 1.544 Mbps rate, with the capability to channelize 24 voice frequency transmission paths. When utilizing analog terminations, either in analog or digital switching systems, the BOC will provide multiplex and/or channel bank equipment to derive 24 transmission paths of a frequency bandwidth of approximately 300 to 3000 Hz. When utilizing digital terminations, either in analog or digital switching systems, the BOC will provide a DS1 signal in D3/D4 format. All service will be provided with individual transmission path bit stream supervisory signaling.

All circuit switched BSAs on the individual DS1 facilities must be uniform in that they must all terminate in the same suitably equipped circuit switch. The individual 24 circuit switched BSAs must all be of the same equipment type, i.e., lines and trunks cannot be mixed.

This service will be provided on an individual case basis.

Generic Name of ONA Service	Product Name	BSE or CNS
Multiplexing - T1 Transport - 1.544 Mbps - Line Side	Qwest - Interface Group 6	BSE

Reference: GR-510 LSSGR: System Interfaces, Section 10 (A Module of LSSGR, FR-64), Issue 1, June 2000 (replaces TR-TSY-000510 Issue 2 & Revisions 1 & 2 – no technical changes).

This service, if offered as a BSE, is associated with the Circuit Switched Line serving arrangement.

Multiplexing - T1 Transport - 1.544 Mbps - Trunk Side (5013)

This provides the ESP with a digital 1.544 Mbps facility at their premises that is then available to provide up to 24 Circuit Switched Trunk Basic Serving Arrangements. When utilizing analog network terminations, the telephone company will provide multiplex and/or channel bank equipment to multiplex 24 transmission paths of a frequency bandwidth of approximately 300 to 3000 Hz into a DS1 signal. When utilizing digital network terminations, the telephone company will provide a DS1 signal.

Generic Name of ONA Service	Product Name	BSE or CNS
Multiplexing- T1 Transport - 1.544 Mbps - Trunk Side	NX- Circuit Switched Trunk With T1 Transport	BSE

Reference: GR-510 LSSGR: System Interfaces, Section 10 (A Module of LSSGR, FR-64), Issue 1, June 2000 (replaces TR-TSY-000510 Issue 2 & Revisions 1 & 2 -- no technical changes).

This service, if offered as a BSE, is associated with the Circuit Switched Trunk serving arrangement.

Number Forwarding (8055)

Number Forwarding is an Advanced Intelligent Network (AIN) service that allows a customer to have a telephone number without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the local calling area.

Generic Name of ONA Service	Product Name	BSE or CNS
Number Forwarding	Qwest – Number Forwarding	CNS

FEATURE OPERATION:

Number Forwarding is an AIN service that allows a customer to have a telephone number without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the local calling area. It is specifically designed to work with switches on the SS7 network that supports AIN 0.1.

The service will not be capable of working with non-AIN switches or switches not on the SS7 network. The service does require a Specific Digit String 10-digit Trigger (AKA 3-6-10 or PODP) on the subscriber's telephone number.

Number Forwarding is available on switches equipped with AIN. Lucent 5ESS, Lucent 1A ESS, and Nortel DMS 100/200 are all switches capable of offering this service.

References: not applicable.

Operator Services Automatic Call Distribution (8062)

Operator Services Automatic Call Distribution Service is a wholesale offering that will enable carriers and other wholesale service customers of the telephone company to have the ability to provide their end users with timely and useful information that goes beyond traditional Directory Assistance ("DA") service. This service will enable carriers and other wholesale service customers to respond to requests for other information such as weather reports, ski conditions, movie/theater information, driving directions, horoscope, etc.

Generic Name of ONA Service	Product Name	BSE or CNS
Operator Services Automatic Call Distribution	Qwest – Enhanced Directory Assistance	BSE

FEATURE OPERATION:

This service utilizes certain service functions of the telephone company-maintained Telephone Operator Position System ("TOPS") switches that enable routing, queuing and management of calls to operator terminal equipment. Please refer to the telephone company tariffs to determine availability on an interstate basis, and to determine its availability on an intrastate basis in specific states.

Priority Installation Service (4013)

This service provides the ESP, on an optional basis, priority installation.

Generic Name of ONA Service	Product Name	BSE or CNS
Priority Installation Service	BS - Expedited Order	BSE or CNS

FEATURE OPERATION:

An ESP may request that the installation service order be expedited. The ESP will incur the Expedited Order Charge to obtain the expedited service date.

References: not applicable.

Privacy + (8047)

With Privacy +, callers that are in an “unavailable/unidentified” area and callers that choose not to unblock their data, will be asked to record their name. Caller ID with Privacy + will ring the subscriber's phone with a distinctive ring (two short rings). If the call is answered, the customer will hear the recorded name and have the option of pressing “1” to accept the call or “2” to reject the call.

Generic Name of ONA Service	Product Name	BSE or CNS
Privacy +	Qwest – Privacy +	CNS

References: not applicable.

Redirecting Name Delivery (8046)

Redirecting Name Delivery, available to ISDN PRI subscribers, allows for the name and number of the original caller and the last redirecting number to be displayed after a call has been redirected via a call forwarding feature. The customer must have CPE that will display the redirecting name and number.

Generic Name of ONA Service	Product Name	BSE or CNS
Redirecting Name Delivery	Qwest – Redirecting Name Delivery	BSE

References: not applicable.

Redirecting Number Delivery (8048)

Redirecting Number Delivery (RND) is a terminating user feature available to ISDN BRI subscribers. It allows the delivery of the redirecting number to the called party to indicate that call forwarding has occurred. If the received call is a forwarded call, the original calling party's number and the last forwarded directory number are delivered to the called party.

Generic Name of ONA Service	Product Name	BSE or CNS
Redirecting Number Delivery	Qwest – Redirecting Number Delivery	CNS

References: not applicable.

Remote Call Forwarding (3004,4019,5014,8025)

Remote Call Forwarding (RCF) is a service that utilizes a Directory Number (DN) to automatically forward all incoming calls to another DN. The forwarded to number can be in the same central office switch or in another central office switch.

The remote call forwarding directory number is not directly associated with an access connection arrangement, but rather is a software translation programmed within the central office switch. All calls dialed to that directory number will forward to another number automatically. The subscriber to this capability does not have a station set for termination of calls made to their remote call forwarding number.

Generic Name of ONA Service	Product Name	BSE or CNS
Remote Call Forwarding	BA - Remote Call Forwarding	CNS
	BS - Remote Call Forwarding	CNS
	NX - Remote Call Forwarding	CNS
	Qwest - Market Expansion Line	BSE

Reference: GR-581 LSSGR: Remote Call Forwarding FSD 01-02-1402 (A Module of LSSGR, FR-64), Issue 1, June 2000 (replaces TR-TSY-000581 Issue 1 – no technical changes).

This service, if offered as a BSE, is associated with the Circuit Switched Line serving arrangement.